

Woodland Floors Manufacturers Product Warranty

Woodland Floors Limited are manufacturers of multi-layer wooden floors of the highest quality and most of our products are produced in England and distributed to a wide variety of Retailers, Architects and Floor Specifiers across the UK.

Our Engineered flooring is extremely well manufactured in a factory where quality and consistency is key. We are proud of our products, and when used with our recommended installation instructions, environmental conditions and our recommended care and maintenance programme we offer a product warranty of 5 years.

This warranty is an improvement on the rights covered by the customer in accordance with current national consumer legislation.

1. The warranty applies to multi-layer wooden flooring.
2. The guarantee applies to floors installed and maintained in accordance with our recommended Installation and Maintenance Guidelines throughout the warranty period.
3. The environmental conditions within the property must remain in line with those detailed within our Installation and Maintenance Guidelines throughout the warranty period.
4. If underfloor heating is present extra care should be taken to ensure the floor conditions are according to our directives and a Fidbox sensor must be present and working.
5. This guarantee covers any delamination between the Douglas Fir top layer and the Plywood base layer.
6. This guarantee also covers any excessing gapping appearing of more than 2mm between adjacent boards that extend for more than 1m, or more than 5 mm total in three gaps between four consecutive boards

In the event of a warranty claim proof will need to be provided of the following:

- Proof of purchase
- Proof of installation method and relevant checks made prior to and during installation
- Fidbox data from the point of installation until present time.

Installation Requirements

General

In order for your Engineered Flooring product to perform to standard expectations the following conditions must be in place:

It is recommended that the engineered plank flooring should be installed by means of direct gluing to the subfloor, however 21mm thick engineered flooring can be directly nailed to joists if they are at 400mm centres or less. This product can be laid as a floating floor but this can result in some spring within the floor, reduce efficiency of under-floor heating performance and lead to the requirement of very large expansion gaps if the floor area is larger than 5 metres in width. Therefore it is expected that this flooring will be glued down when installed on underfloor heating. Please ensure a Fidbox sensor is installed and the location of the sensor is logged in case the information needs to be accessed in future.

Environmental conditions

All major building work including plastering, decorating and kitchen fitting must be completed prior to fitting the new flooring.

The bundles of flooring shall be stored in a protected dry place on site where the flooring is to be laid.

Each board should be carefully checked prior to installation, never install any damaged boards.

During installation the temperature of the subfloor should be at least 15°C

During installation the ambient temperature of the room should be around 20°C

During installation the relative humidity of the room should be between 40-60%, ideal is 50%.

The subfloor should be clean, dry, absolutely flat and free from any cracks or movement. Irregularities on the subfloor should not exceed 3mm over 1 metre in any direction.

Subfloors should not exceed the following humidity levels:

Cement = no more than 2%

Wooden = no more than 10%

Anhydrite = no more 0.5%

If the moisture reading is high on a cement based subfloor then you must apply a liquid DPM following the suppliers guidelines

If you are using the floating method, which is not our preferred method, you must install a vapour barrier of at least 0.2mm thickness and tape the joints.

In order for your product to perform adequately for years to come it is important that the relative humidity and temperature parameters detailed above are consistent within the property at all times.

On some occasions properties with poor ventilation or very high levels of heating and insulation can have very low relative humidity levels, particularly during colder months. In this situation there is a risk of shrinkage and possibly even structural deficiencies within the product, therefore a re-humidifier would be recommended. Feel free to contact your supplier for further information.

Installation Method

If you are laying the planks directly onto load bearing joists then you must use both flexible adhesive and portanails to secure to each joist.

If you are laying the planks onto an existing floorboard subfloor then you must ensure that each of the existing floorboards are independently fixed securely to the joist below with no independent movement. If the floorboards have an uneven surface then correct levelling needs to be done prior to installation either by levelling the joists or for minor unevenness using a sheet material could be sufficient. If the engineered flooring is to be laid in the same orientation of the existing floorboards then sheet material must be fixed down first. Sheet material must be screwed down every 15cm in both directions.

An allowance of approximately 12mm around the perimeter of the room should be provided to accommodate any expansion, including under door frames, central heating pipes and connection with tiles. Bigger rooms will need bigger expansion gaps, please allow a further 1mm expansion gap for every metre of floor width greater than 5 metres.

For direct glue down installation flexible flooring adhesive must be used and the manufacturer's recommendations must be followed, never use a rigid or water based glue.

A minimum of 30cm distance between one header joint and the other of the next row shall be applied when arranging the installation.

Any contractor fitting this engineered flooring should adhere to these guidelines, if there are any queries or concerns relating to these guidelines then please do not hesitate to contact your supplier.

Underfloor heating

Before installation on underfloor heating you must check and follow all precautions provided by the underfloor heating supplier. If the heating system is new, the system must have been switched on and operable at normal capacity for at least 3 weeks prior to installation.

The heating system must be switched off at least 48 hours prior to installation.

All otherwise detailed environmental conditions must be adhered to.

On the day of installation the subfloor should not exceed a temperature of 18°C

If the underfloor heating pipes are not encased in a screed or below a screed panel, an interlayer of minimum 9mm thickness must be placed over the pipes (usually plywood or high density MDF proves to be the most efficient).

The underfloor heating system can be switched on again 1 week after the installation but it must be turned on initially very low and increasing the temperature by 1°C per day.

**It is crucial to ensure the floor temperature does not exceed 27°C,
In order to achieve this an electrical system should have an underfloor sensor and
suitable cut off capability.**

**Any water based systems should have the water temperature set at the manifold to
ensure this temperature cannot be exceeded, please check with the under floor heating
supplier for the appropriate water temperature should be to achieve the above.**

The use of Fidbox sensors is highly recommended and a requirement for the warranty to apply. (Download the Fidbox app onto your phone, register the app with your fidbox sensor and this will then send you additional warnings if the temperature is too hot).

Underfloor heating systems can dry the relative humidity of the air in your home lower than the required levels detailed previously therefore a re-humidifier may be necessary to ensure a consistent relative humidity all year round.